Accreditation Decision

**Decision to re-accredit service following a site audit**

**Service and approved provider details**

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| --- | --- |
| **Name of service:** | Japara Elanora |
| **RACS ID:** | 3617 |
| **Name of approved provider:** | Japara Aged Care Services Pty Ltd |
| **Address details:**  | 7 Mair Street BRIGHTON VIC 3186 |
| **Date of site audit:** | 27 August 2019 to 29 August 2019 |

**Summary of decision**

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| --- | --- |
| **Decision made on:** | 06 October 2019 |
| **Decision made by**: | Authorised delegate of the Aged Care Quality and Safety Commissioner (Commissioner) under section 76 of the *Aged Care Quality and Safety Commission Act 2018* to decide under section 41 of the Aged Care Quality and Safety Commission Rules 2018 (Rules) about the accreditation of a service. |
| **Decision:** | To re-accredit the service under section 41 of the Rules. |
| **Further period of accreditation:** | 06 November 2019 to 06 November 2022 |
| **Assessment of performance with the Aged Care Quality Standards** |
| Standard 1 Consumer dignity and choice | Met |
| Requirement 1(3)(a) | Met |
| Requirement 1(3)(b) | Met |
| Requirement 1(3)(c) | Met |
| Requirement 1(3)(d) | Met |
| Requirement 1(3)(e) | Met |
| Requirement 1(3)(f) | Met |
| Standard 2 Ongoing assessment and planning with consumers | Met |
| Requirement 2(3)(a) | Met |
| Requirement 2(3)(b) | Met |
| Requirement 2(3)(c) | Met |
| Requirement 2(3)(d) | Met |
| Requirement 2(3)(e) | Met |
| Standard 3 Personal care and clinical care | Met |
| Requirement 3(3)(a) | Met |
| Requirement 3(3)(b) | Met |
| Requirement 3(3)(c) | Met |
| Requirement 3(3)(d) | Met |
| Requirement 3(3)(e) | Met |
| Requirement 3(3)(f) | Met |
| Requirement 3(3)(g) | Met |
| Standard 4 Services and supports for daily living | Met |
| Requirement 4(3)(a) | Met |
| Requirement 4(3)(b) | Met |
| Requirement 4(3)(c) | Met |
| Requirement 4(3)(d) | Met |
| Requirement 4(3)(e) | Met |
| Requirement 4(3)(f) | Met |
| Requirement 4(3)(g) | Met |
| Standard 5 Organisation’s service environment | Met |
| Requirement 5(3)(a) | Met |
| Requirement 5(3)(b) | Met |
| Requirement 5(3)(c) | Met |
| Standard 6 Feedback and complaints | Met |
| Requirement 6(3)(a) | Met |
| Requirement 6(3)(b) | Met |
| Requirement 6(3)(c) | Met |
| Requirement 6(3)(d) | Met |
| Standard 7 Human resources | Met |
| Requirement 7(3)(a) | Met |
| Requirement 7(3)(b) |  Met |
| Requirement 7(3)(c) | Met |
| Requirement 7(3)(d) | Met |
| Requirement 7(3)(e) | Met |
| Standard 8 Organisational governance | Met |
| Requirement 8(3)(a) | Met |
| Requirement 8(3)(b) | Met |
| Requirement 8(3)(c) | Met |
| Requirement 8(3)(d) | Met |
| Requirement 8(3)(e) | Met |

**This decision is published on the Aged Care Quality and Safety Commission’s (Commission) website under section 48 of the Rules.**

Site Audit Performance
Assessment Report

The Commission makes the decision taking into account this Site audit report, any response by the provider, and any other relevant information.

The met/not met recommendations made by the Assessment Team in this Site audit report may differ from the findings in the decision.

## Introduction

**This is the report of an assessment of Japara Elanora (the Service) conducted from 27 August 2019 to 29 August 2019.**

**This assessment was conducted for the purposes of assessing the provider’s performance in relation to the Service against the Aged Care Quality Standards (the Quality Standards) in accordance with the Aged Care Quality and Safety Commission Rules 2018.**

This report details the findings of this performance assessment and contains a detailed report about the performance of the Service against each Quality Standard assessed and the requirements within each Quality Standard assessed rated as either, Met or Not Met.

For a ‘Not met’ finding, the Assessment Team has provided information about why the requirement was Not Met.

This Report is to be read in conjunction with the Quality Standards.

## Assessment Details

The assessment was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

The following interviews were undertaken:

| **Type** | **Number** |
| --- | --- |
| Consumers | 13 |
| Consumer representatives  | 13 |
| Management | 6 |
| Clinical care coordinator | 1 |
| Clinical staff  | 6 |
| Care staff | 8 |
| Hospitality and environmental services staff | 8 |
| Lifestyle staff | 1 |
| Maintenance manager and officer | 2 |
| Hairdresser | 1 |

## Detailed findings

This section covers information about the assessment of the provider’s performance, in relation to the service, against each of the requirements of the Quality Standards that were assessed.

### Standard 1: Consumer dignity and choice Met

#### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

#### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

#### Summary of Assessment of Standard 1:

The Assessment Team found the organisation met all six requirements under Standard 1.

Consumers interviewed confirmed staff treat them with respect always or most of the time. The organisation promotes and fosters consumer input by such mechanisms as comments and complaints, surveys, meetings and individual discussions.

The Assessment Team observed staff to engage with consumers in a kind, caring and respectful manner. Interviews with staff gave examples of how care plans and lifestyle information help inform personalised care and support consumer identity. Consumers said staff do support and encourage them to maintain relationships in the service and within the wider community. The organisation is inclusive of culturally and diverse speaking consumers, individuals who identify as LGBTQI+ and various disabilities fostering a diversity framework. Staff said they have completed a range of consumer-focused education including dementia and customer service and planned LGBTQI+ education.

Observations and consumers interviewed confirmed the service allows consumers to take the risks they choose to do to live a fulfilled life. Consumers are able to eat the foods they want despite specialists’ recommendations, smoke in designated areas and take taxis into town on their own. There is information regarding the service consumer packs and the Charter of Aged Care Rights is on display.

Consumers said they understand the information provided to them and are happy how the organisation protects their privacy and confidentiality of information. Policies and procedures regarding privacy and confidentiality help support staff practices. The organisation demonstrated how information storage is kept secure, safe and confidential.

#### Requirements:

Standard 1 Requirement 3(a) Met

The organisation demonstrates that each consumer is treated with dignity and respect, with their identity, culture and diversity valued.

##### **Standard 1 Requirement 3(b) Met**

The organisation demonstrates that care and services are culturally safe.

Standard 1 Requirement 3(c) Met

The organisation demonstrates that each consumer is supported to exercise choice and independence, including to:

1. make decisions about their own care and the way care and services are delivered; and
2. make decisions about when family, friends, carers or others should be involved in their care; and
3. communicate their decisions; and
4. make connections with others and maintain relationships of choice, including intimate relationships.

Standard 1 Requirement 3(d) Met

The organisation demonstrates that each consumer is supported to take risks to enable them to live the best life they can.

Standard 1 Requirement 3(e) Met

The organisation demonstrates that information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.

Standard 1 Requirement 3(f) Met

The organisation demonstrates that each consumer’s privacy is respected and personal information is kept confidential.

### Standard 2: Ongoing assessment and planning with consumers Met

#### Consumer outcome:

1. I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

#### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

#### Summary of Assessment of Standard 2:

The Assessment Team found that the organisation has met all five requirements under Standard 2.

The organisation demonstrates the consumer is a partner in ongoing assessment and planning that helps the consumer get the care and services needed for their health and well-being.

Consumer experience interviews show 88% of consumers and representatives agreed they have a say in their daily activities most of the time or always. Consumers and representatives provided various examples of how they are involved in assessing and planning their care to maintain their health and wellbeing and help them get the care they need. These examples included having meetings and discussions about care needs and being confident that staff support their choices regarding care needs. Of the 12% of consumers and representatives who said they only sometimes have a say in daily activities, they raised concerns related to personal preferences not always being respected. Management acknowledged this feedback and provided examples of how they have responded to individual concerns from consumers and representatives regarding not always being assisted with care needs at the preferred time, including reviews of call bell response times.

Staff could describe how consumers and other stakeholders who contribute to the consumer’s care (including medical practitioners, allied health professionals and family) work together to deliver a tailored care and service plan and monitor and review the plan as needed.

Consumers gave examples of how they are involved in reviewing care and services including when needs or preferences change. The Assessment Team were satisfied that advance care planning and end of life planning formed part of care planning. Consumer care plans sampled by the Assessment Team demonstrated regular reviews (with changes made) were undertaken by qualified staff relevant to the care or services provided.

#### Requirements:

Standard 2 Requirement 3(a) Met

The organisation demonstrates that assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.

##### **Standard 2 Requirement 3(b) Met**

The organisation demonstrates that assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.

Standard 2 Requirement 3(c) Met

The organisation demonstrates that assessment and planning:

1. is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and
2. includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.

Standard 2 Requirement 3(d) Met

The organisation demonstrates that the outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.

Standard 2 Requirement 3(e) Met

The organisation demonstrates that care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.

### Standard 3:Personal care and clinical care Met

#### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

#### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

#### Summary of Assessment of Standard 3:

The Assessment Team found that the organisation has met all seven requirements under Standard 3.

The organisation demonstrates it delivers safe and effective personal and clinical care in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

Of consumers and representatives randomly sampled, 93% said they get the care they need most of the time or always while 7% said this occurs sometimes. 100% of consumers and representatives randomly sampled said they feel safe always or most of the time. These high levels of satisfaction were consistent with interviews with other consumers and representatives. Consumers and representatives provided various examples of how staff ensured the care provided is right for consumers. This included staff being aware of and responding to current needs and ensuring referrals are made when care needs change or increase. Concerns were expressed by a small minority of representatives about oral care not always provided according to need. Management responded to this feedback with examples of how oral care needs have been reviewed.

Staff were observed to be kind, caring and respectful to the consumers and sensitive to their individual needs and preferences. Staff could describe how they ensure care is best practice and responsive to the changing needs of each consumer, including the need for referrals to a range of allied health professionals and sharing of information both within and outside the organisation. Staff are aware of consumers at risk and how incidents and changes in personal and care needs prompt reviews and assessments.

Care plans reviewed by the Assessment Team demonstrated the delivery of safe and effective care. Staff discussed how they manage the sensitive topic of understanding and attending to the individual needs of consumers when entering the end of their life.

The service demonstrated that ongoing and regular holistic multidisciplinary reviews and consultations with the consumer, family or representatives ensure personal and or clinical care is safe and right for each consumer.

#### Requirements:

Standard 3 Requirement 3(a) Met

The organisation demonstrates that each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:

1. is best practice; and
2. is tailored to their needs; and
3. optimises their health and well-being.

Standard 3 Requirement 3(b) Met

The organisation demonstrates effective management of high impact or high prevalence risks associated with the care of each consumer.

Standard 3 Requirement 3(c) Met

The organisation demonstrates that the needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.

Standard 3 Requirement 3(d) Met

The organisation demonstrates that deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.

Standard 3 Requirement 3(e) Met

The organisation demonstrates that information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.

Standard 3 Requirement 3(f) Met

The organisation demonstrates timely and appropriate referrals to individuals, other organisations and providers of other care and services.

Standard 3 Requirement 3(g) Met

The organisation demonstrates minimisation of infection related risks through implementing:

1. standard and transmission based precautions to prevent and control infection; and
2. practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

### Standard 4:Services and supports for daily living Met

#### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and
well-being and that enable me to do the things I want to do.

#### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

#### Summary of Assessment of Standard 4:

The Assessment Team found that the organisation has met all seven requirements under Standard 4.

Of consumers and representatives randomly sampled, 100% stated that they or their loved ones are encouraged to do as much as possible for themselves, within their physical capabilities, most of the time or always. Of consumers and representatives randomly sampled, 63% stated that they liked the food most of the time or always. The remaining 37% said that they only liked the food some of the time. Their feedback included needing more fruit or fruit salads, foods like soup being far too salty, not having condiments included such as sauces or lemon juice, and food not being cooked to their liking. Consumers stated there is variety in the menu however, and if they request an alternate meal then this is catered for. Consumers reported overall services and supports for daily living are safe and effective and meals provided are varied and of suitable quality and quantity. The service provided examples of how they are progressively improving the meal service, including regular meetings of a food focus group.

The service demonstrated that timely referrals are made to other organisations and provides safe, suitable and well-maintained equipment and that staff are appropriately trained to use equipment. This was also observed by the Assessment Team.

The organisation demonstrated that it supports consumers to connect with other supports, services and programs including people outside the home, and seeks feedback from consumers about activities of interest to them within the service. The organisation demonstrated that is supports consumers’ emotional, spiritual and psychological well-being.

#### Requirements:

Standard 4 Requirement 3(a) Met

The organisation demonstrates that each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.

Standard 4 Requirement 3(b) Met

The organisation demonstrates that services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.

Standard 4 Requirement 3(c) Met

The organisation demonstrates that services and supports for daily living assist each consumer to:

1. participate in their community within and outside the organisation’s service environment; and
2. have social and personal relationships; and
3. do the things of interest to them.

Standard 4 Requirement 3(d) Met

The organisation demonstrates that information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.

Standard 4 Requirement 3(e) Met

The organisation demonstrates timely and appropriate referrals to individuals, other organisations and providers of other care and services.

Standard 4 Requirement 3(f) Met

The organisation demonstrates that where meals are provided, they are varied and of suitable quality and quantity.

Standard 4 Requirement 3(g) Met

The organisation demonstrates that where equipment is provided, it is safe, suitable, clean and well maintained.

### Standard 5:Organisation’s service environment Met

#### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

#### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

#### Summary of Assessment of Standard 5:

The Assessment Team found the organisation met all three requirements under Standard 5.

The service was observed to be inviting, bright and homely. Individual rooms include en-suites and decorated with memorabilia, photographs and personal items as chosen by the consumer or representative. The service environment is clean and well maintained. There are multiple spacious dining and lounge rooms, outdoor courtyards, well-kept garden beds, patios, a café and smaller retreat areas furnished with suitable, maintained furnishings and fixtures. Observations of consumers confirmed they are able to move freely, some using walking aids to support their independence.

Feedback from consumers said they are satisfied with the living environment and how staff and maintenance officers support their needs. There are ample quiet communal areas to allow family, friends and other visitors to visit their loved ones and maintain relationships in a comfortable environment.

The organisation ensures the living environment is safe, clean and well maintained. Key staff and a range of contracted services ensure the upkeep of equipment, building works and external areas are attended to. Staff interviewed confirmed the use of maintenance log books and said they write consumer requests down and action is taken in an appropriate time frame. Management monitor and review the service’s living environment by use of various mechanisms such as audits, surveys, feedback forms and incident data. Management said and documentation provided evidence that consumers are engaged in appropriate meetings to voice their choices regarding living in a safe and comfortable environment.

#### Requirements:

Standard 5 Requirement 3(a) Met

The organisation demonstrates that the service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.

Standard 5 Requirement 3(b) Met

The organisation demonstrates that the service environment:

1. is safe, clean, well maintained and comfortable; and
2. enables consumers to move freely, both indoors and outdoors.

Standard 5 Requirement 3(c) Met

The organisation demonstrates that furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

### Standard 6:Feedback and complaints Met

#### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

#### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

#### Summary of Assessment of Standard 6:

The Assessment Team found that the organisation has met all four requirements under Standard 6.

The organisation demonstrated that consumers are encouraged and supported to provide feedback and make complaints, have access to advocates and methods for resolving complaints, have appropriate action taken in response to their complaints and they are reviewed and used to improve services.

Of consumers and representatives randomly sampled, 100% said consumers are satisfied staff follow up when they raise things with them. Feedback through other interviews with consumers and representatives was consistent with this high level of satisfaction. Consumers provided positive feedback about staff and management’s responsiveness to any issues raised and were aware of ways to raise a complaint.

Information about internal and external feedback processes and advocacy services is provided to consumers and representatives at entry and brochures in multiple languages and are displayed in the service.

Staff said management are responsive to issues raised and are always available to staff, consumers and representative. Management demonstrated a working understanding of open disclosure through recent examples.

#### Requirements:

##### **Standard 6 Requirement 3(a) Met**

The organisation demonstrates that consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

Standard 6 Requirement 3(b) Met

The organisation demonstrates that consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

Standard 6 Requirement 3(c) Met

The organisation demonstrates that appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

Standard 6 Requirement 3(d) Met

The organisation demonstrates that feedback and complaints are reviewed and used to improve the quality of care and services.

### Standard 7:Human resources Met

#### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

#### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

#### Summary of Assessment of Standard 7:

The Assessment Team found the organisation met all five requirements under Standard 7.

88% of consumers and representatives randomly sampled as part of the consumer experience report responded that this place is well run always or most of the time. 94% of consumers randomly sampled as part of the consumer experience report responded that they always or most of the time get the care they needed. Feedback through other consumer and representative interviews was consistent with this high level of satisfaction and included feedback that staff are kind, caring and know what they are doing.

The service demonstrated they ensure staff interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity. Consumers provided various examples of what this means to them including in relation to events of cultural and social significance, specific care and relationship needs. Interactions between consumers, representatives and staff were observed to be kind, caring and respectful.

The service continuously monitors and reviews their roster to reflect current and changing consumer care needs with staffing adjusted in response to changes in consumers’ needs, however some consumer and representative feedback indicated that, at times, staffing levels were insufficient. Staff interviewed confirmed attendance to a range of education, provided in various ways. The Assessment Team observed respectful staff interactions with consumers throughout the visit.

The organisation’s recruitment and selection processes ensure the workforce is competent and staff have the qualifications and knowledge to effectively perform their roles. The organisation provides staff with orientation and a ‘buddy’ program to introduce new staff to the service. Staff complete mandatory education and accompanying competencies annually and additional training when additional training needs are identifed. The service uses a range of processes to monitor staff performance including observation, monitoring incidents, analysis of consumer feedback and a formal performance appraisal system.

#### Requirements:

Standard 7 Requirement 3(a) Met

The organisation demonstrates that the workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.

Standard 7 Requirement 3(b) Met

The organisation demonstrates that workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.

Standard 7 Requirement 3(c) Met

The organisation demonstrates that the workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.

Standard 7 Requirement 3(d) Met

The organisation demonstrates that the workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.

Standard 7 Requirement 3(e) Met

The organisation demonstrates that regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.

### Standard 8:Organisational governance Met

#### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

#### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

#### Summary of Assessment of Standard 8:

Of consumers and representatives randomly sampled, 88% confirmed consumers have a say in their daily activities most of the time or always, and 88% confirmed the service is well run. Consumers and representatives commented positively on the approachable management, the cleanliness of the service, the caring and attentiveness of staff, and being included in the care planning process. Consumers and representatives said there was room for improvement in regard to being advised of changes in the service and to staffing levels.

The service demonstrated that they involve consumers in the design, delivery and evaluation of care and services, providing examples of how consumers are directly engaged in improving care and service delivery for themselves and others through care reviews, complaint and feedback mechanisms, consumer meetings and experience surveys.

The service demonstrated a culture of inclusive quality care through its vision, mission and values, which include compassion, caring and respect for the individual.

Existing processes promote antimicrobial stewardship, open disclosure and minimisation of restraint, including close monitoring of infections and antibiotic use and regular review of strategies and interventions to ensure consumers are as free as possible from environmental, physical and chemical forms of restraint. Actions are being taken to develop and implement new systems to further define and support these processes.

Organisation-wide governance systems support continuous improvement and the management of high impact, high prevalence risks. The service demonstrated how risks to consumers are assessed and managed to ensure consumer safety and choice and outcomes of incident and complaints investigations and consumer feedback contribute to improvements.

#### Requirements:

Standard 8 Requirement 3(a) Met

The organisation demonstrates that consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.

Standard 8 Requirement 3(b) Met

The organisation demonstrates that the organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.

Standard 8 Requirement 3(c) Met

The organisation demonstrates effective organisation wide governance systems relating to the following:

1. information management;
2. continuous improvement;
3. financial governance;
4. workforce governance, including the assignment of clear responsibilities and accountabilities;
5. regulatory compliance;
6. feedback and complaints.

Standard 8 Requirement 3(d) Met

The organisation demonstrates effective risk management systems and practices, including but not limited to the following:

1. managing high impact or high prevalence risks associated with the care of consumers;
2. identifying and responding to abuse and neglect of consumers;
3. supporting consumers to live the best life they can.

Standard 8 Requirement 3(e) Met

The organisation demonstrates that where clinical care is provided—a clinical governance framework, including but not limited to the following:

1. antimicrobial stewardship;
2. minimising the use of restraint;
3. open disclosure.